

# SWANSEA Leadership & Management Course List 2012

We offer a wide range of workshops including Leadership & Management that are potentially up to 70% part funded by the European Social Fund through the Welsh Government, subject to status.

## JANUARY

12th	Managing Recruitment & Selection Techniques
17th	Managing Change: People & Process
19th	Emergency First Aid*
23rd	Managing Performance Successfully
24th	Professional Sales Techniques
25th	An Introduction to Export Procedures
31st	Introduction to Management

## MARCH

05th	Time Management
08th	Designing Effective Staff Development Programs
12th	CIEH Level 2 H&S in the Workplace*
12th	Foundation Course on Importing
15th	Resolving Conflict
15/16/19/ 20th	IOSH Managing Safely*
20th	Leadership Skills
22nd	Business Meeting Skills
26th	Introduction to Lean Thinking
27th	Winning Sales Communication Techniques
30th	Business Planning

\* courses take place in Bridgend



## FEBRUARY

01st	Assertiveness for Managers
06th	CIEH Level 2 Risk Assessment*
06th	Advanced Presentation Skills
08th	Managing & Developing Key Accounts
13th	Communication Skills
20th	Delivering Excellence in Retail
21st	Achieving Excellence in Customer Care
22nd	Finance for Non Financial Managers*
24th	Using Documentary Letters of Credit, Drafts & Bills
27/28/29th	First Aid at Work
27th	Effective B2B eMarketing for Managers
28th	Raising Performance Using Motivation & Leadership

Tailor - made packages available to suit your requirements. Please call to discuss.

### Client Feedback

*"WOW! Trainers that really know what they are talking about. My staff are more motivated and hitting targets nearly every month. Thank you Centre for Business"*  
Paul Williams - Feb 2011

Starting a Business / Running a Business / Skills & Training / Business Premises

For further information contact:  
skills@centreforbusiness.co.uk / Tel. 0845 519 7417

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## APRIL

02nd	Project Management
03rd	Developing an Effective Sales Strategy
11th	CIEH Level 2 Environmental Principles & Best Practice*
17th	HR for the Service Industry
18th	Export - Understanding the Paperwork
18th	Quality Counts: ISO9000 & An Introduction to 6 Sigma
20th	How to Create a Positive First Impression
24th	Train the Trainer
25th	Managing Performance Successfully
26th	Gaining Business Appointments
30th	Negotiating for Business Success 1/2 day

## MAY

07th	CIEH Healthier Food*
08th	Delegation Skills
09th	IOSH Working Safely*
09th	Presentation Skills
16th	Building a Successful Team
21st	Employee Appraisals & Objective Setting
22nd	Introduction to Management
24th	Professional Sales Techniques
29th	Learn How to Network*
29th	Classification fo Goods 1/2 day
31st	Effective B2B eMarketing for Managers

## JUNE

14th	Achieving Excellence in Customer Care
15th	CIEH Manual Handling (1/2 day)*
15th	HR for Line Managers
18th	How to Write a Winning Tender
18th	Leading Teams to Perform
19th	Project Management
21st	Raising Performance Using Motivation & Leadership
26th	Export Sales Skills
26th	Assertiveness for Managers
26th	Fire Safety* 1/2 day
28th	Managing & Developing Key Accounts

## ILM COURSES

Jan 19/20/26th Feb 02/03/09/ 16/17/23th Mar 01/02/ 09th Exam	NEBOSH General Certificate in Occupational Health & Safety
Mar 21/28th Apr 04/11th	ILM Level 2 Award in personal Development
May 04/11/18/25th Jun 15/22nd	ILM Level 4 Management (6 Days)

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Europe and Wales: Investing  
in your Future.

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